AUBURN
Human Resources

Assoc Telecom Engineer-Central

Job Description

JOB INFORMATION

Job Code	MA51
Job Description Title	Assoc Telecom Engineer-Central
Pay Grade	IT05
Range Minimum	$52,770
33rd %	$63,320
Range Midpoint	$68,600
67th %	$73,870
Range Maximum	$84,430
Exemption Status	Exempt
Approved Date:	11/25/2019 5:28:21 PM
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JOB FAMILY AND FUNCTION

Job Family:	Information Technology
Job Function:	Telecommunications & Site Management

JOB SUMMARY

Under close supervision, installs and maintains data, voice, and/or video telecommunication networks and services. Installs edge equipment and cross-connects in building wiring facilities. Assists in the planning and installation of new telecom infrastructure for new locations or performs upgrades to existing building telecom networks, working closely with core network engineers, telecom engineers, telecom support analysts, project managers, and systems engineers. Troubleshoots and resolves routine telecom outages in buildings and secures building telecom network facilities and equipment. (Employee must work in central IT unit. Exceptions require CIO prior approval.)

RESPONSIBILITIES

- Reviews and analyzes basic and routine telecom network trouble reports generated by end users/customers or system generated alarms and error codes. Includes issues with cabling, edge equipment, and end user devices. Works with end users, peers, vendors, and contractors to determine the nature of reported issues and appropriate courses of action for problem resolution, dispatching or scheduling repair technicians as required. Tracks, logs, and otherwise administers trouble reports to ensure proper deployment of technician resources, resolution, and closure of trouble tickets/reports. Recommends and implements repair reporting procedures and processes to ensure repair response times are consistently met and resources are used in an efficient and effective manner.
- Installs, configures, and maintains telecom network equipment for University buildings and remote locations. Installs security appliances in coordination with network engineers. Performs network monitoring for building telecom network infrastructure, performs telecom network troubleshooting using tools and diagnostic skills (remote access, central monitors, sniffers), and performs administration tasks on edge devices.
- Analyzes the needs of departments/users and recommends solutions. Consults with other engineers, technical support personnel, vendors, consultants, and contractors to assist in customer needs analysis and determine best practice or solution.
- Coordinates work orders and provides prompt technical resolutions.
- Assists in training new associate level personnel.
- Provides various telecommunications technical specifications to peers and managers as required. Assists in developing improvements in edge telecom network devices and power installation, configuration, monitoring, and management.

The responsibilities listed above show the typical duties for jobs in this classification. Actual tasks may differ depending on the department's needs. Other similar duties may be assigned with discretion of the supervisor. Not every duty will apply to every position, and the amount of time spent on each task can change based on department needs.

SUPERVISORY RESPONSIBILITIES

Supervisory Responsibility	May be responsible for training, assisting or assigning tasks to others. May provide input to performance reviews of other employees.

MINIMUM QUALIFICATIONS

To be eligible, an individual must meet all minimum requirements which are representative of the knowledge, skills, and abilities typically expected to be successful in the role. For education and experience, minimum requirements are listed on the top row below. If substitutions are available, they will be listed on subsequent rows and may only to be utilized when the candidate does not meet the minimum requirements.

MINIMUM EDUCATION & EXPERIENCE

Education Level	Focus of Education		Years of Experience	Focus of Experience	
Associate's Degree	No specific discipline. Bachelor's Degree in IT related field is preferred.	and	2 years of	Relevant IT experience in the installation and maintenance of data, voice, and/or video telecommunication networks, preferably in a university setting.	Or
High School Diploma or GED		and	6 years of	Relevant IT experience in the installation and maintenance of data, voice, and/or video telecommunication networks, preferably in a university setting.	

Substitutions Allowed for Education	Yes
Substitution allowed for Education: When a candidate has the required experience, but lacks the required education, they may normally apply additional relevant experience toward the education requirement, at a rate of two (2) years relevant experience per year of required education.	

MINIMUM KNOWLEDGE, SKILLS, & ABILITIES

Basic understanding of telecommunications, electronics, power management, IP/telephone/TV network concepts, telecom wiring standards, architecture, and protocols.	And
Basic knowledge of relevant state-of-the-art technology, equipment, and systems.	And
Basic technical understanding of internet protocols, network hardware, and protocols.	And
Ability to work well under pressure.	And
Ability to recognize, analyze, and solve a variety of problems.	And
Strong technical aptitude and computer skills.	

MINIMUM LICENSES & CERTIFICATIONS

Licenses/Certifications	Licenses/Certification Details	Time Frame	Required/ Desired	
None Required.				

PHYSICAL DEMANDS & WORKING CONDITIONS

Physical Demands Category:	Other

PHYSICAL DEMANDS

Physical Demand	Never	Rarely	Occasionally	Frequently	Constantly	Weight
Standing				X		
Walking				X		

PHYSICAL DEMANDS

Physical Demand	Never	Rarely	Occasionally	Frequently	Constantly	Weight
Sitting			X			
Lifting	X					
Climbing			X			
Stooping/ Kneeling/ Crouching			X			
Reaching			X			
Talking					X	
Hearing					X	
Repetitive Motions				X		
Eye/Hand/Foot Coordination				X		

WORKING ENVIRONMENT

Working Condition	Never	Rarely	Occasionally	Frequently	Constantly
Extreme cold				X	
Extreme heat				X	
Humidity				X	
Wet				X	
Noise				X	
Hazards				X	
Temperature Change				X	
Atmospheric Conditions				X	
Vibration				X	

Vision Requirements:

Ability to see information in print and/or electronically and distinguish colors.